

DAVID Y. IGE
GOVERNOR



HAKIM OUANSAFI
EXECUTIVE DIRECTOR

BARBARA E. ARASHIRO
EXECUTIVE ASSISTANT

STATE OF HAWAII
HAWAII PUBLIC HOUSING AUTHORITY
1002 NORTH SCHOOL STREET
POST OFFICE BOX 17907
HONOLULU, HAWAII 96817

IN REPLY PLEASE REFER TO:
19:CPO/296

November 8, 2019

TO: Interested Parties

FROM: Rick T. Sogawa 
Procurement Officer

SUBJECT: Request for Proposals No. CO-2019-30, Addendum No. 1
Various Consulting Services

This Addendum No. 1 is to: 1) provide the Pre-Proposal Conference meeting minutes conducted on November 6, 2019 and 2) amend the RFP as follows:

Part I – Pre-Proposal Conference Meeting Minutes:

See attached Minutes.

Part II – Amendments to the RFP:

1. An additional subparagraph is hereby added to Paragraph D. Wage and Labor Law Compliance on page 6 as follows:

“The HPHA has determined that work to be performed under the resulting Contracts for Section 8 Performance-Based Contract Administration and quality control service review of tenant income recertification files shall be similar to Public Housing Specialist (PHS) positions in Bargaining Unit 13. At the release of this IFB, the published State prevailing basic hourly wages are as follows:

Position Classification	Hourly Rate (Effective 7/1/2018)
Public Housing Specialist I (SR-16)	\$20.12
Public Housing Specialist II (SR-18)	\$21.77

See Attachment 20 for PHS classifications, minimum qualifications, and salary schedule.”

2. Paragraph C. on page 20 of the RFP is hereby amended to read as follows:

" C. Single or multiple contracts to be awarded

☐ Single

☒ Multiple*

☐ Single & Multiple

*A single award may be issued for execution of up to four (4) contracts, one contract for each service component."

3. All other terms and conditions of the RFP shall remain the same.



Pre-Proposal Conference Minutes
RFP CO-2019-30
Various Consulting Services

November 6, 2019
9:00 am

I. Welcome

A. Introduction of HPHA Staff

1. Rick Sogawa – Procurement Officer, oversees the procurement process and ensure that we adhere to procurement rules and policies
2. Tammie Wong – Contract Specialist/RFP Coordinator, conducts the procurement and is the main point of contact for this procurement; contact info provided on page 2 of RFP.
3. Tiana Kobashigawa – Contract Specialist.

B. This Conference is to highlight the RFP requirements. Offerors are responsible for the full content of the RFP. Submission of a proposal shall be regarded as the offeror's assurance that he/she is willing and able to comply with all aspects/requirements of the RFP.

C. Purpose or Need

Various consulting services to include:

1. Section 8 performance based contract administration
2. Quality control service review of tenant income recertification files for State and Federal low income public housing program
3. as-needed low income housing tax credit training
4. as-needed rental assistance demonstration services.

Questions may be asked during this conference and verbal responses may be provided, however, we may ask you to submit questions in writing and we will provide a written response via issuance of an addendum so that the same information is shared with other interested offerors so to be fair and transparent.

Attendance at this conference is not required in order to submit a proposal.

II. Section 1 – Administrative Overview (Pg. 1)

A. Procurement Timeline (Pg. 3)

11/7/2019 - Written Questions Due to the HPHA

- Must be in writing via email or fax.
- okay to submit questions after this date, HPHA may provide clarifications to substantive questions received after this deadline.

11/12/2019 - Written Responses to be issued by the HPHA via an addendum to the RFP and will be sent to all registered interested offerors.

11/22/2019 @ 4:00 p.m. – Proposal submittal deadline; proposals shall be sealed, identified with the RFP No., offeror's legal name, business address, phone number and address it to the RFP Coordinator

- Must follow format as prescribed in Section 3 of RFP.
- Electronic submission and fax transmissions shall not be accepted.

November/December 2019 – Proposal Review

December 2019 – Notice of Award

December 2019 – Contract Execution

January 1, 2020 – Start of Services

The HPHA reserves the right to amend or revise the timetable without prior written notice.

B. Wage and Labor Law Compliance (Pg. 5)

1. Prior to entering into a Contract in excess of \$25k, an offeror shall certify that it complies with section 103-55, HRS, wages, hours, and working conditions of employees performing services under the resulting contract. See Attachment 3 – Wage Certificate
2. Paying wages not less than wages paid to public officers and employees for similar work. Public wages are published on the Department of Human Resources Development (DHRD) website, link provided on page 6 of RFP.
3. Offerors are encouraged to account for all salary increases posted by DHRD as the HPHA will only consider requests for wage increases as a result of wage increases to public officers and employees during the contract period or any option period that are not currently published.

C. RFP Amendments (Pg. 8)

HPHA reserves the right to amend the RFP at any time prior to the closing date in accordance with chapter 3-122, HAR. Interested offerors registered with the HPHA using the RFP Registration Form will be notified of all amendments through written communication which may include email, fax or USPS mail.

D. Rejection of Proposals (Pg. 8)

1. The HPHA reserves the right to consider as acceptable only those proposals submitted in accordance with the requirements set forth in the RFP and demonstrate an understanding of the service specifications.
2. Proposals offering terms and conditions contradictory to those included in the RFP may be rejected.

E. Notice of Award (Pg. 10)

Notice of Award will be issued to the highest ranked Offeror. Successful Offeror will be required to enter into four (4) formal written Contracts with the HPHA, one contract for each service component. See Attachments 4 – 11 for Sample Contract.

F. Protests (Pg. 9)

1. Actual/prospective offeror may protest the solicitation or award of services only for a serious violation of procurement policies and operational procedures.
2. Protests shall be submitted in writing within 5 business days after the posting of an award.

G. Monitoring and Evaluation (Pg. 10)

1. Performance shall be monitored and evaluated by the Contract Administrator or his designated representative, HUD, the HPHA auditors, the State Legislature, and/or other designated representatives.
2. Failure to comply with all terms or the Contract may be cause for suspension or termination as provided in the General Conditions of the Contract. See Attachment 10.

H. General Conditions and Special Conditions of the resulting Contracts are provided as Attachments 9, 10, and 11. Be sure to review terms and conditions and submit written questions.

III. Section 2 – Scope of Work (Pg. 13)

A. Qualifying Requirements (Pg. 14)

1. Prior to award of a Contract, furnish proof of compliance with requirements of section 3-122-112, HAR (Pg. 14) to include tax clearance, unemployment insurance, workers compensations, temporary disability insurance, prepaid health care and registered to do business in the State of Hawaii.

Instead of applying for paper certificate of compliances, Offeror may demonstrate compliance utilizing the Hawaii Compliance Express (HCE). HCE requires a \$12 annual subscription fee. Link to HCE provided on page 14 of RFP.

2. Business office required in the State where it conducts business and where accessible in person or via telephone calls during normal Hawaii State government business hours from 7:45am to 4:30pm HST. See Attachment 12 for Hawaii State holidays. An answering service is not acceptable. A permanent office location and phone number shall be stated in the offeror's proposal (Pg. 15).
3. Successful Offeror is required to defend, indemnify, and hold harmless the State of Hawaii, the HPHA, it's elected and appointed officials, officers, and employees, from and against all liabilities arising out of or resulting from the acts or omissions of the Successful Offer or the Successful Offeror's officers, employees, agents or subcontractors (Pg. 16).
4. Insurance requirements (Pg. 16)
 - a. Commercial General Liability with Personal Injury Liability: \$1 mil per occurrence for bodily and personal property damage and \$2 mil general aggregate; Personal injury liability limit of \$1 mil per occurrence.

- b. Auto Liability covering all owned, non-owned and hired autos: \$1 mil bodily injury per person, \$1 mil per accident and \$1 mil property damage per accident; OR \$2 mil combined single limit.
- c. Workers Compensation: limits as required by applicable State laws;
- d. Successful offeror may use an umbrella policy in addition to the mandatory insurance policies to satisfy the minimum coverage limits (i.e. General Liability, Auto, and Workers Compensation) provided that the HPHA approves, and the umbrella policy follows the underlying coverage forms.
- e. The State of Hawaii, HPHA shall be named as additional insured with respect to operations performed for the HPHA under the resulting Contract.
- f. The HPHA is a self-insured State agency. The Successful Offeror's insurance shall be the primary. Any insurance maintained by the HPHA shall apply in excess of and shall not contribute with insurance provided by the Successful Offeror.

B. Section 3 of the U.S. Housing Act of 1968 (Pg. 18)

- 1. To the greatest extent possible, ensure that employment and other economic opportunities generated by HUD assistance or HUD assisted projects, be directed to low- and very-low income persons, particularly persons who are recipients of HUD assistance for housing.
- 2. With all things being equal, commit to a hiring preference for low- and very-low persons, which includes advertising the vacancies to this population.

C. Contract Modification (Pg. 20)

- 1. Contract may be modified only by written documentation signed by both parties.
- 2. At any time during the Contract term, the HPHA reserves the right to decrease the scope of services by removing properties under the awarded Contract as provided in the Termination of Convenience clause of the General Conditions (Attachment 10). In the event of a decrease in scope, the HPHA will provide 90 days advance notice to the Successful Offeror.

D. A single award will be issued for execution of four (4) contracts, one contract for each service component.

Note: Section C on Page 20 will be corrected to notate "multiple" contracts to be awarded, currently indicated "single and multiple".

E. Initial term for each contract will be for a 12-month period with 48 months of option to extension for a maximum total of 60 months; contract extensions may be exercised for less than a 12-month period when it is determined to be in the best interest of the State. Option to extend the contract shall be exercised at the sole discretion of the HPHA and are subject to the availability of funds.

F. Contract Price Adjustment Other than wage increases (Pg. 22)

Contract price adjustments shall be limited to liability, auto, workers compensation, and/or medical insurance premiums the conditions provided on page 22 must be met for consideration of a price adjustment.

G. Contract Monitoring & Remedies (Pg. 27)

1. Ongoing monitoring performed by the Contract Administrator and his designated representatives.
2. If the Successful Offeror fails, refuses, or neglects to perform the services in accordance with the RFP requirements, the HPHA may request for written corrective action plan, a timeline for implementation, and the responsible parties. The HPHA also reserves the right to engage another company to perform the services to remedy the defect or failure and deduct such costs from monies due to the Successful Offeror or to directly assess the Successful Offeror. The HPHA may also utilize all other remedies provided under the resulting Contract and as allowable by law and rules.
3. In the event that the Successful Offeror is not performing the required services as contracted, the HPHA reserves the right to extend the Contract for intervals of less than 12 months for implementation of correction actions plans and to evaluate performance for future extensions.
4. HPHA reserves the right to terminate any Contract without penalty for cause or convenience as provided in the General Conditions.

H. Scope of Work (Pg. 24)

Four (4) service components:

1. Section 8 Performance-Based Contract Administration (PBCA) Services:
 - a. Conduct on-site Management and Occupancy Review (MOR) of each assigned Section 8 project. Review must evaluate, analyze, or assess the owner's operating policies, procedures, and practices related to compliance with the HAP Contract.
 - b. MOR report should be transmitted to owners within 30 days of completion of the on-site MOR.
 - c. Review and respond to owner response to the MOR report and report findings within 30 calendar days of receipt.
 - d. Respond to owner appeal within 45 days of receipt.
 - e. Verify compliance with HUD regulations and requirements regarding occupancy issues and verify that correct documentation is contained in each resident file to support claims for payment under the HAP contract.
 - f. Process contract rent adjustments when requested by owner under appropriate budget-based, annual adjustment factor, operation cost adjustment factor, and special adjustment options in a timely manner.

- g. Analyze adjustments of the owner utility allowance schedule if applicable.
 - h. Review rent adjustment appeals submitted by Section 8 owners.
 - i. Monitor owner compliance with the use of the EIV system, requirements of entry for all resident certification and recertification data in TRACS.
 - j. Verify voucher submission in TRACS and that the amount of the housing assistance payment on behalf of each resident is accurate
 - k. Notify owner in writing of any correction required and track corrections.
 - l. Submit error tracking log to HUD Headquarters semi-annually based on the Federal fiscal year, the number of errors resolved or are in the process of being resolved. Reports are due 30 days after the end of the semi-annual period or on the next business day when the deadline falls on a weekend or a holiday.
 - m. Review and process Section 8 project owner claims for reimbursement in accordance with HUD regulations and requirements.
 - n. Renew HAP contracts and process terminations or expirations.
 - o. Maintain tracking system and log for tenant concerns and inquiries that includes PHA communication with owners and tenants, owners' correction actions, and owner's planned vs. actual corrective performance. Submit log to jurisdictional HUD office with monthly invoices.
 - p. Submit monthly work plan reports and quarterly risk assessment reports (Pg. 33).
 - q. Provide PBCA training services, total of 4 training sessions during the initial 12-month period and each 12-month extension period (Pg. 36).
2. Quality Control Service Review of Tenant Income Recertification Files for the State and Federal Low Income Public Housing Program (Pg. 38)
- a. Estimated quantities of case files requested annually may vary, see Attachment 13.
 - b. Case files requiring quality control service review (QC) shall be made available to the Successful Offeror not later than the 5th business day of each month or as provided by the HPHA. QC services shall be completed by the last business day of the same month.
 - c. Case files will be made available remotely.
 - d. The HPHA reserves the right to request for services with completion dates prior to the last business day of the month, specific due dates and time will be provided at the time of request should deviations are necessary.

- e. QC services for each case file shall include the most recent annual recertification documents and any applicable interim recertification documents leading up to the most recent annual recertification.
- f. QC services shall be in accordance with HUD requirements. For audit purposes, the HPHA requires use of a Checklist to document each recertification review. A separate Checklist shall be completed for the annual recertification and any applicable interim recertification. Offerors shall submit a Sample Checklist as part of the proposal submission.

g. Deliverables to include:

- a. Completed Checklist(s) for each case file.
- b. Monthly Tenant File Review Summary Report capturing the following components:
 - 1) Household Composition Summary
 - 2) Certification of Verifications
 - 3) Notice of Right to Reasonable Accommodations
 - 4) Community Service Certifications
 - 5) Other Forms/Correspondences
 - 6) Re-Certification, and
 - 7) Rent Calculations

The Monthly Tenant File Review Summary Report should also include a summary of findings and recommendations for improvement. See Attachment 15.

- c. Monthly Tenant Income Recertification Files QC Log capturing all case files assigned to date for each of the applicable contract period(s) in the format prescribed. See Attachment 16.
 - d. Provide other consultation services related to tenant income recertification, including without limitation program assessments as requested by the HPHA.
3. As-Needed Low Income Housing Tax Credit (LIHTC) Training (Pg. 40)
- a. Training objectives to include without limitation:
 - a. Overview of the LIHTC program;
 - b. Discuss compliance time periods;
 - c. Basics of applying for tax credits;
 - d. Credits calculations;
 - e. Compliance monitoring and recapture;
 - f. Acquisition/rehabilitation and first-year issues;
 - g. Tenant eligibility;
 - h. Income and asset calculation;
 - i. Rent setting; and
 - j. Ongoing eligibility requirements to include Next Available Unit Rule, transfers, and inspections.

- b. Provide up to five (5) training sessions every 12-month contract period with certification of completion for each attendee.
 - c. Each training session shall be conducted for a minimum of five (5) and a maximum of 15 HPHA staff.
 - d. Training schedule shall be coordinated and approved by the HPHA.
 - e. Training services shall be in-person and interactive.
 - f. Training facility will be provided by the HPHA in Honolulu.
4. As-Needed Rental Assistance Demonstration (RAD) Project services (Pg. 40)
- a. Assessment of HPHA portfolio and related documents to prepare preliminary project pro formas.
 - b. Conduct a financial feasibility analysis and provide a financial feasibility analysis report.
 - c. Provide RAD training to HPHA to include an overview of the HUD RAD program, pros and cons, and potentials for the HPHA.
 - d. Assist the HPHA in evaluating the Project-Based Rental Assistance and Project-Based Voucher Development pathways in the RAD program.
 - e. Work with the HPHA to decide upon an appropriate ownership structure for the RAD projects and to better understand legal issues related to self-development, including without limitation, procurement, property taxes and financial liability.
 - f. Preparation and submission of RAD application:
 - 1) Assist the HPHA in the preparation and assembly of materials for RAD application submission should the HPHA decides to proceed with the submission. Materials to include without limitation, financial projections and lender and investors letters of interest.
 - 2) Develop a timeline with the HPHA and submit RAD application(s) to HUD as requested by the HPHA.
5. Admin Requirements & Minimum Qualifications (Pg. 42)
- a. No Compete Clause

Successful Offeror agrees to not compete against the HPHA for any of the services solicited in this RFP for a 5-year period after the end of the Contract term with the HPHA.
 - b. Experience and Capability

Offerors shall be in business for min. 5 years with minimum combined personnel experience in each of the following: Section 8 performance-based contract administration, tenant income recertification, low income housing tax credit programs and RAD services.

c. Personnel

- 1) Successful Offeror responsible for adequate communication to its staff regarding contract terms and conditions.
- 2) Dedicate a Principle Project Coordinator (PPC) for the resulting Contract:
 - 1) Responsible for oversight of services and ensure contract performance;
 - 2) Respond to HPHA inquiries, complaints, and concerns within 24 hours unless otherwise instructed by the HPHA;
 - 3) Supervise all personnel performing services under the resulting contract; and
 - 4) Provide training to personnel should there be personnel turnovers during the term of the contract.

The HPHA Contract Administrator or designee will send monitoring report(s) to the Successful Offeror's PPC with discrepancies or Contract violations requiring correction. These discrepancies or contract violations must be corrected or implemented within the period indicated in the notice issued by the HPHA.

- 3) Ensure personnel assigned to perform quality control service review of tenant income recertification files meet the following minimum qualifications:
 - (i) Certified in occupancy and rent calculation or equivalent certification by an independent third party approved by the HPHA;
 - (ii) Minimum one (1) year of working experience in conducting federal and or state public housing tenant income recertification;
 - (iii) No criminal history; and
 - (iv) Familiar with HUD regulations and working knowledge of key regulatory citations governing annual certifications.
- 4) Ensure that all personnel meet the minimum qualifications, including licensing and experience requirements.

6. Admin Policies (Pg. 45)

Provide written documentation not later than 15 days after the Notice to Proceed that all staff are informed of its requirements and agreement to comply with the admin policies addressing:

- a. Drug Free Workplace;
- b. Sexual Harassment Awareness in the Workplace;
- c. Non-Violence in the Workplace;
- d. Standards of Conduct;
- e. Language Access; and
- f. Fair Housing.

7. Payment (Pg. 45)

a. Compensation for Section 8 PBCA (Pg. 45):

- 1) Section 8 PBCA Fee: percentage of the Base Fee that the Successful Offeror requires from the HPHA for the administration and operations of the HPHA Section 8 PBCA program. The Base Fee is 2% of the total Contract Rent for the period that the PBCA program is transferred from HUD to the HPHA; and
- 2) Management and Occupancy Review (MOR) Fee: a unit price for each completed MOR.

b. Compensation for QC of tenant income recertification files (Pg. 45):

- 1) All-inclusive unit price for each completed review of each tenant income recertification file; and
- 2) All-inclusive unit price/hourly rate for other consultation services related to tenant income recertification.

c. Compensation for LIHTC training (Pg. 46):

- 1) Training fee per training session: all-inclusive cost to the HPHA; and
- 2) Allowable reimbursement of travel costs subject to the following:
 - a. Coach class airfare;
 - b. Lodging not to exceed \$160 per day per person;
 - c. Per diem not to exceed \$50 per day per person; and
 - d. Ground transportation for compact or sedan size rental car not to exceed \$60 per day or actual cost of taxi fare.
 - e. Actual costs above the allowable reimbursable travel rates shall be the responsibility of the Successful Offeror. The Successful Offeror shall obtain prior written approval from the HPHA for reimbursable travel cost deviations from the requirements and specified rates.

- 3) Compensation for RAD services (Pg. 46):
 - a. Assessment Fee: all-inclusive one-time fee to include Project Pro Formas and RAD Financial Feasibility Analysis Report; and
 - b. Application Fee: all-inclusive unit price for preparation and submission of RAD Application services.
 - c. Allowable reimbursement of travel costs subject to the following:
 - i. Coach class airfare;
 - ii. Lodging not to exceed \$160 per day per person;
 - iii. Per diem not to exceed \$50 per day per person; and
 - iv. Ground transportation for compact or sedan size rental car not to exceed \$60 per day or actual cost of taxi fare.
 - v. Actual costs above the allowable reimbursable travel rates shall be the responsibility of the Successful Offeror. The Successful Offeror shall obtain prior written approval from the HPHA for reimbursable travel cost deviations from the requirements and specified rates.
- 4) Separate invoices shall be submitted for each of the following services:
 - a. Section 8 PBCA fee;
 - b. Section 8 MOR fee;
 - c. QC of tenant income recertification files;
 - d. Other consultation services related to tenant income recertification;
 - e. LIHTC training fee;
 - f. LIHTC travel reimbursement;
 - g. RAD assessment fee;
 - h. RAD application fee; and
 - i. RAD travel reimbursement.
- 5) Invoices shall be submitted on a monthly basis for services rendered. HPHA shall have 30 calendar days after receipt of invoice or satisfactory delivery of goods or performance of services to make payment. Any proposals submitted with a condition requiring payment within a shorter period will be rejected.
- 6) Invoices for the month of June shall be submitted to the HPHA by the 20th of June for work performed for the period from June 1st to June 15th for payment processing in order to comply with the HPHA fiscal year-end close out process. For work performed for the period from June 16th to June 30th, the invoice shall be submitted to the HPHA not later than July 15th for payment processing.

IV. Section 3 – Proposal Forms and Instructions (Pg. 50)

A. General Instructions

1. Submission of a proposal shall constitute the Offeror's indisputable representation of compliance with every requirement of the RFP.
2. Submit one (1) original proposal marked "ORIGINAL" and four (4) copies of the proposal marked "COPY".
3. Proposals shall be submitted in the prescribed format outlined in the RFP. A written response is required for each item unless indicated otherwise.

B. Proposal forms and proposal application instruction provided on Pages 51 thru 57.

1. See Attachment 17 for Proposal Submittal Checklist
2. Proposal must include the following sections, clearly labeled and assembled in the order described; each section must be tabbed:
 - a. Title Page
 - b. Table of Contents
 - c. Background and Summary
 - d. Experience and Capability
 - e. Personnel: Project Organization and Staffing
 - f. Management Plan
 - g. Financial
 - h. Other
3. Financial (Pg. 54)
 - a. Price proposal shall be submitted for each service component for the initial 12-month period, Option Year 1, Option Year 2, Option Year 3, and Option Year 4 to include prices for each service component. See Attachment 14 for Sample Price Proposal Format.
 - b.
 - c. All proposed unit price(s) and one-time fees shall be the all-inclusive price for the HPHA, inclusive of personnel, overhead, and payroll/other applicable taxes in accordance with all applicable Federal, State and local rules and regulations.
 - d. Include travel narrative for LIHTC Training and RAD services. Travel costs are not required to be included in the price proposal.

V. Section 4 – Proposal Evaluation and Award (Pg. 59)

- A. All proposals received will be reviewed for overall compliance with RFP requirements and to ensure submittal of all required attachments, certifications, forms, and narrative sections.
- B. Criteria for evaluation of proposals is provided on pages 59 – 61 of RFP, total possible is 100 points.

- C. During the evaluation, proposals shall be classified as acceptable, potentially acceptable, or unacceptable.
1. The evaluation committee may rank the proposals and limit the priority list to three (3) responsible offerors. Discussions will be held with the priority listed offerors to promote understanding of the HPHA's requirements and the priority listed offerors proposals, and to clarify issues regarding their proposals before the best and final offer.
 2. If there are less than three (3) acceptable or potentially acceptable proposals, the HPHA shall not hold discussions with offerors who submitted unacceptable proposals.
- D. A single award will be made to the responsive and responsible offeror whose proposal conforms to the solicitation and determined to be most advantageous to the HPHA with consideration to price and other evaluation criteria set forth in the RFP (Pg. 63).
- E. If there is only one responsible offeror submitting an acceptable proposal, an award may be made to the single offeror, rejected and a new request for proposals may be solicited if certain conditions are not met; the proposed RFP cancelled, or an alternative procurement method may be conducted pursuant to chapter 3-122-59, HAR.
- F. The HPHA reserves the right to award a Contract on the basis of the initial offers received without discussion.

VI. Section 5 – Attachments (Pg. 65)

Be sure to review all contents and attachments in the RFP. By submitting a proposal, you'll be held responsible for all requirements to deliver the services. All changes to the RFP will be communicated through issuance of an addendum.

VII. Closing/Questions

Reminders:

- 11/7/2019 – Written Questions Due
- 11/12/2019 – Response to Written Questions
- 11/22/2019 4pm – Proposal Deadline

PART I	DEPARTMENT OF PERSONNEL SERVICES	3.706
	STATE OF HAWAII	3.708
.....		3.710
		3.712
	Class Specifications	3.714
	for the:	3.716

PUBLIC HOUSING SPECIALIST/SUPERVISOR SERIES

This series includes the supervision, or performance of work involved in: 1) selecting and evaluating tenants for public housing projects; or 2) the direct control and conduct of operations of a housing project or projects.

Positions in this series generally reflect the requirement for knowledge and abilities in the various functions and processes which comprise public housing project operations: financial management, maintenance engineering, general housekeeping and administrative services; tenant and community relations; and rental and occupancy activities. At the lower levels, however, work may be limited to a specific functional area, thereby, decreasing the breadth of knowledge and abilities, and requisite experience required.

The class levels in this series are established with reference to various combinations of the following factors:

1. Nature and Purpose of Work.
2. Nature of Supervision Received.
3. Nature of Available Guidelines for Performance of Work.
4. Originality Required.
5. Purpose and Nature of Person-to-Person Work Relationships.
6. Nature and Scope of Recommendations, Commitments and Decisions.
7. Supervisory Responsibilities.

All of the factors are not discussed at each class level. The factors, when readily apparent in the discussion, have been combined at some class levels to avoid repetition.

This is an amendment to the class specifications for the classes PUBLIC HOUSING SPECIALIST I (approved October 12, 1967), PUBLIC HOUSING SPECIALIST

PART I
PUBLIC HOUSING SPECIALIST I, & II
PUBLIC HOUSING SUPERVISOR III, IV, V, VI
3.710, 3.712, 3.714, 3.716

Page 2
3.706, 3.708

II (approved January 7, 1977), Public Housing Manager III (approved January 7, 1977), Public Housing Manager IV (approved March 14, 1972), Public Housing Manager V & VI (approved October 12, 1967) due to incorporation of managerial levels in EMCP in accordance with Act 254, SLH 1980, and a change in title from Public Housing Manager III, IV, V & VI to PUBLIC HOUSING SUPERVISOR III, IV, V & VI, respectively, effective October 1, 1982.

DATE APPROVED: 9/20/82

/s/Clement L. Kamalu
for DONALD BOTELHO
Director of Personnel Services

PUBLIC HOUSING SPECIALIST I

3.706

Duties Summary:

Serving in a trainee capacity, receives training in the various functions and processes which comprise Public housing operations; performs simple assignments in one or more of the functional areas of housing management.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This is the entry-level trainee class, designed to provide a career-oriented introduction to the functions and processes of public housing operations: financial management, maintenance engineering, general housekeeping and administrative services, tenant and community relations and rental and occupancy activities. Work assignments are clear cut, routine and designed to provide concentrated experience and training in one or more of the abovementioned functional areas.

2. Nature of Supervision Received

Close supervision is exercised over the work assigned. Specific and detailed instructions as to the tasks to be performed and the procedures to be followed are outlined at the time the assignment is made. However, as training nears completion,

simple and moderately difficult assignments may be performed under general supervision, allowing for some independence of action.

3. Guidelines Available

As a part of the overall training plan, employees in this class become familiar with and utilize the following guides: Federal Public Housing Administration and Hawaii Housing Authority laws, rules, regulations, policies and procedures; departmental and HHA organizational manuals and directives; and specific instructions.

4. Nature and Scope of Recommendations, Commitments and Decisions

There is no responsibility for independent recommendations and decisions at this level.

Examples of Duties:

Attends orientation and training sessions; learns the various functions and processes which comprise public housing operations; accompanies higher level specialists/supervisors on field trips as an observer; concurrently performs simple tasks in one or more of the functional areas for the purpose of gaining knowledge and developing skill in the application of work processes and techniques; and performs other duties as assigned.

Knowledge and Abilities Required:

Knowledge of: A general understanding of the fields of public administration, social science and/or business administration.

Ability to: Learn federal and State public housing laws, rules, regulations, policies and procedures; collect, evaluate and interpret facts; learn interviewing principles and techniques; secure the confidence and cooperation of others; keep fiscal records and prepare financial statements and reports; prepare and present oral and/or written reports.

PUBLIC HOUSING SPECIALIST II

3.708

Duties Summary:

Performs the full range of assignments in one or more functional areas of public housing operations; may serve as a supervisory trainee.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class is the independent worker level within one or more of the supportive functional areas of public housing operations; for example: tenant relations; interviewing and evaluating applicants and tenants; or tenant relocation. Work assignments encompass the full range of difficulty.

This class also encompasses a supervisory trainee. Work assignments involve assisting housing project supervisors in the operations of a public housing area. Assignments are designed to give a complete exposure to operational public housing problems and operating practices. With the exception of the simpler tasks, assignments are accompanied by detailed instructions.

2. Nature of Supervision Received

Supervision received at this level is normally of a general nature; thereby requiring that assignments be performed independent of continued supervision. The approach to and the handling of assignments are the responsibility of an incumbent. Unusual problems are referred to a supervisor or other higher level personnel.

Positions involving work of a supervisory trainee are under general supervision when assignments are of a simple to moderately complex nature. The more complex assignments are accompanied by detailed instructions and are reviewed closely for correctness of method and approach.

3. Guidelines Available

Same as I. However, at this level, the incumbent is expected to be thoroughly familiar with those guidelines applicable to his functional assignment, thereby eliminating the need for detailed instructions.

4. Nature and Scope of Recommendations, Commitments and Decisions

Recommendations and commitments, where delegated, are limited to individual assignments.

5. Personal Work Contacts

Personal contacts at this level are characterized by responsibility for maintaining effective working relationships with prospective tenants, tenants, private home and apartment owners, other community resources and members of the general public. Contacts may be initiated to:

- a. determine eligibility of applicants for public housing;
- b. assist tenants with problems associated with their adjustment to public housing occupancy;
- c. refer tenants for services;
- d. re-evaluate tenant eligibility; and
- e. relocate tenants due to the closing, or decrease in number of units of a housing project.

Examples of Duties:

Coordinates a housing project's social and community activities and services; evaluates the need for and level of activities and services provided by community agencies and organizations; assists tenants in adjusting to living in a public housing setting; refers tenants to community resources and provides interim and/or supportive counseling; re-evaluates tenant families for continued eligibility; assists displaced tenants and others in seeking suitable homes; acquaints new tenants with project rules and regulations; receives and processes initial applications for tenancy in housing projects; establishes eligibility for admission to housing projects; determines rentals to be charged by referring to official rates; investigates tenant complaints; participates in on-the-job training.

Knowledge and Abilities Required:

Knowledge of: The principles, methods and techniques which apply to the particular functional area of public housing operation; federal and State public housing laws, rules, regulations, policies and procedures; interviewing principles and techniques; sources of information concerning the renting or purchasing of homes; socioeconomic factors influencing human behavior; community resources and their utilization.

Ability to: Collect, evaluate and interpret facts; secure the confidence and cooperation of others; maintain accurate records; present oral and written reports.

PUBLIC HOUSING SUPERVISOR III

3.710

Duties Summary:

Assists in the control and conduct of the operation of public housing projects in a designated area or district; and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This class involves responsibility for assisting the supervisor of a public housing area or district by performing various functions on a regular basis and as a primary work assignment. Assignments are designed to provide experience in conducting the day-to-day activities in the various functional aspects of public housing supervision and/or to relieve the supervisor of day-to-day tasks in one or more areas of public housing operation.

2. Nature of Supervision Received

Supervision varies from close to general depending on the complexity of the assignment and the incumbent's previous exposure to the type of situation involved. As an incumbent gains experience in the various areas of work, supervision becomes more general and review of decision is primarily to insure consistency with established policies and precedents.

3. Guidelines Available

Federal Public Housing Administration laws, rules and regulations; departmental and Hawaii Housing Authority rules, regulations, policies and procedures; collective bargaining contracts; and specific instructions.

4. Nature and Scope of Recommendations, Commitments and Decisions

A position in this class conducts special studies and prepares reports and recommendations in assigned areas of public housing operation. A position in this class may be delegated responsibility to take final action in designated areas of public housing operation and during the absence of the supervisor, may be delegated authority, within established guidelines, to take action in other areas of public housing operation.

5. Supervisory Responsibilities:

The class involves assisting the supervisor in the direction of area staff, including but not limited to the clerical personnel and public housing specialists in the area or district. Supervisory tasks at this level are generally limited to providing guidance in specific cases, and making day-to-day assignments to the staff in response to immediate needs.

6. Personal Work Contacts

Contacts with tenants, community groups and members of the general public are generally for the purpose of developing and maintaining a clear understanding of public housing goals and objectives and the role the project should play in the total pattern of community organization. Contacts with the tenants are often for the purpose of insuring adherence to rules and regulations; assisting them with their housing problems and complaints, collecting rental fees, etc.

Examples of Duties:

Participates in on-the-job and other developmental activities; conducts special studies, prepares reports and recommendations on assigned subjects; participates in various operational activities including supervision of staff, investigating complaints and recommending or implementing corrective action, authorizing tenant requests, granting rental extensions and other changes to rental agreements; conducts meetings with employees on programs and activities and represents supervisor at tenant meetings.

Knowledge and Abilities Required:

Knowledge of: Problems in housing low income families; the objectives and purpose of low rent housing; principles and practices of real property management and the management of rental properties; office practices and procedures.

Ability to: Plan and organize the work of others; learn and apply supervisory principles to the various functional areas of public housing operation.

PUBLIC HOUSING SUPERVISOR IV

3.712

Duties Summary:

Assists in planning, organizing, directing and coordinating the operations of public housing projects; or serves as staff specialist in the development and evaluation of programs and functions; and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class involves responsibility for assisting a higher level Public Housing Supervisor in all aspects of the operation of several public housing projects or rent supplement and leased housing projects. Because of the scope and location of the projects, operations are relatively complex, present a high incidence of social welfare and related problems, and consequently require the assistance of a position in this class. Delegated responsibilities include the supervision of subordinate public housing specialist and clerical and building maintenance staffs; the rental of units to eligible applicants; the development of tenant social and recreational groups; and the collection and recording of rental payments.

This class may reflect the work of a staff specialist concerned with the development of programs, policies and procedures, the provision of technical guidance, the evaluation and reporting of program activities, etc., in a broad area of public housing, on a statewide basis.

2. Nature of Supervision Received

Work is performed under general supervision of the supervisor in charge of the projects. Results are generally reviewed for compliance with administrative directives, policy and procedural determinations. In most instances, the implementation of decisions is not subject to prior review by higher level personnel. Recommendations for the initiation of new programs, policies or procedures are subject to review for conformance with overall goals and objectives of the organization.

3. Guidelines Available

Same as level III.

4. Nature and Scope of Recommendation, Commitments and Decision

This class reflects responsibility for developing recommendations on policy and procedural revisions and for the solution of major tenant problems, changes in programs, staff utilization, etc. Positions at this level also have delegated responsibility for final decision concerning day-to-day operations of one or more public housing projects. During the absence of the project supervisor, takes final action on all matters within the framework of policies and procedures.

5. Personal Work Contacts

Contacts with tenants, community groups and members of the general public are generally for the purpose of developing and maintaining a clear understanding of public housing goals and objectives and the role the project should play in the total pattern of community organization. Contacts with the tenants are often for the purpose of assisting them with their housing problems and complaints, collecting rental fees, etc.

Examples of Duties:

Serves as deputy or relief supervisor of several large public housing projects. This includes assisting in the planning, organizing and coordination of project operations, investigating tenant complaints and difficulties; inspecting property to ascertain the need for repairs; developing tenant recreation and social programs, and supervising others in carrying out tenant relations, clerical and maintenance activities.

Serves as staff specialist; conducts special studies; develops new or improved programs in a broad area of public housing operation; develops and recommends new

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policies and procedures; reviews program activities; provides technical guidance to staff and tenant organizations; provides and/or coordinates informational and educational activities; conducts social studies; and prepares reports, guidelines and correspondence.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the III level, must have knowledge of the principles and practices of supervision and be able to plan, organize and direct the work of others in carrying out tenant relations work; establish and maintain effective working relationships with community leaders, the general public and public housing tenants.

PUBLIC HOUSING SUPERVISOR V

3.714

Duties Summary:

Plans, organizes, directs and coordinates the operation of a public housing project or projects.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class involves responsibility for representing the Hawaii Housing Authority in the operation of one or more housing projects. Housing operations are affected by a high incidence of social problems; e.g., vandalism, delinquency among minor tenants, instability of family life, etc.

Responsibilities include the direction of clerical and building maintenance activities through two or more subordinate levels of supervisors; the rental of units to eligible applicants; the development of tenant social and recreational programs and groups, and the collecting and recording of rental payments.

2. Nature of Supervision Received

Same as level IV.

3. Guidelines Available

Same as level III.

4. Nature and Scope of Recommendations, Commitments and Decisions

Same as level IV.

5. Personal Work Contacts

Same as level IV, except that they are more intense due to the size and character of the population of the community in which the project is located, and the relatively large number of rental units.

Examples of Duties:

Serves as the supervisor of the operation of a public housing project or projects. This includes the planning, organizing and coordination of project operations; investigating tenant complaints and difficulties; inspecting property to ascertain the need for repairs; and developing tenant recreation and social activities.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the III level, must have knowledge of the principles and practices of supervision and be able to plan, organize and direct the work of others in carrying out tenant relations work; establish and maintain effective working relationships with community leaders, the general public and public housing tenants.

PUBLIC HOUSING SUPERVISOR VI

3.716

Duties Summary:

Directs and coordinates the operation of all public housing projects located in the principal public housing district.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class involves responsibility for the operation of the segment of the public housing program covering four or more project groupings in the Oahu District. Assisted by subordinate project managers and central maintenance and tenant selection staffs, the position in this class is responsible for tenant relations, housing facilities maintenance, and the development and execution of an operating budget.

2. Nature of Supervision Received

Work is performed under general administrative supervision. Prior approval of decisions affecting the overall operation and routine maintenance services of the project areas is not required. Programs are reviewed for conformance with general administrative policies, procedures, goals and objectives.

3. Guidelines Available

The guides and precedents available at the lower levels are limited in their usefulness. They provide a broad framework for operating decisions; but, in many instances, they are only partially related to the problem. The incumbent of the position in this class is, therefore, expected to exercise judgment in arriving at decisions which are compatible with efficient public housing operation.

4. Nature and Scope of Recommendations, Commitments and Decisions

Within broad program goals and objectives, the position in this class is responsible for establishing, revising and implementing policies and procedures relating to the operation of the public housing projects. This class also includes responsibility for recommending an operating budget, and also the review and recommendation of expenditure of funds.

5. Personal Work Contacts

At this level, contacts outside the supervisory chain-of command are limited to representatives of federal and State agencies and community organizations. Contacts with individual tenants are on an exception basis.

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Examples of Duties:

Serves as the general supervisor of all public housing projects within a major metropolitan area. This includes developing and implementing operating policies and procedures; the preparation and justification of an operating budget; and the supervision of central maintenance, tenant selection and tenant community relations activities.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the V level, incumbents of positions at this level must have a knowledge of the operational structure of the Hawaii Housing Authority and its relationship to the federal government and the community, the ability to develop and implement operational policies and procedures and the ability to apply sound operational principles and techniques.

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PUBLIC HOUSING SPECIALIST I & II
PUBLIC HOUSING SUPERVISOR III, IV, V & VI

Basic Education/Experience Requirements

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements

Applicants must have had the experience of the kind and quality described in the statements below, and in the amounts shown in the table below, or any equivalent combination of training and experience:

Class Title	Specialized Experience (Years)	Supervisory/ Staff Specialist Experience (Years)	Total Experience (Years)
Public Housing Specialist I	0	0	0
Public Housing Specialist II	1/2	0	1/2
Public Housing Supervisor III	1-1/2	*	1-1/2
Public Housing Supervisor IV	2-1/2	*	2-1/2
Public Housing Supervisor V	2-1/2	1	3-1/2
Public Housing Supervisor VI	2-1/2	2	4-1/2

Specialized Experience: Applicants must possess professional experience in one or a combination of the following types of work:

1. Progressively responsible work which required participation in, or the conduct of, most of the operational activities normally associated with housing projects, including such activities as:
 - Development and implementation of local policies, procedures and work plans;
 - Supervision and training of subordinate personnel;
 - Budgetary control and fiscal management of funds and expenditures related to project operations, maintenance and repair of project facilities, etc.;
 - Evaluation of operating and maintenance costs and practices to obtain maximum efficiency and economy;
 - Rental and occupancy activities involving tenant selection, dwelling unit assignment, surveys of local rent and utility rates, setting and/or collecting rents and charges; and
 - Community and tenant relations including development of cooperative dealings and harmonious relationships, adjustment of complaints, assistance on problems of health, safety, recreation and social welfare needs of tenants.
2. Progressively responsible work in real property management as an employee or agent of a real estate firm, bank, insurance company, etc., engaged in the control and conduct of multiple unit residential housing operations, private housing developments, shopping centers, etc.

Such work must have demonstrated knowledge of, and experience in most of the following activities:

- Establishment of rent schedules;
- Property rental, lease negotiation and preparation;

- Property maintenance and repair which included responsibility for the efficient and economical maintenance of the property and the protection of the owner's investment through property inspections and effecting needed repairs and alterations; and
- Fund management; i.e., the installation and maintenance of fiscal accountability control procedures and records to reflect income and expenses.

Supervisory or Staff Specialist Experience: Applicants must meet one or a combination of the following:

- A. Supervisory Experience: Supervisory work experience which included:
1) planning, organizing, scheduling, and directing the work of others;
2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

*For the Public Housing Supervisor III and IV levels, supervisory aptitude rather than actual supervisory experience may be accepted. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

- B. Staff Specialist Experience: Experience in the field of public housing, real property management, or related fields as a staff specialist which involved work such as conducting studies and making recommendations for the development or revision of standards, policies, procedures and techniques pertaining to program or activity; giving technical advice and direction; gathering data to determine conformance with standards and requirements; conducting special studies; recommending staff improvements and developing training materials. Also, work experience which involved securing the cooperation and support of private and public agencies and community organizations to promote, develop and maintain an understanding of public housing goals and objectives and the role public housing projects play in the

total pattern of community organization; collecting and analyzing data on present and projected staffing needs and on employee training programs to meet workforce needs; and evaluating standards, policies, procedures and techniques pertaining to public housing activities.

Substitutions Allowed

A master's degree from an accredited college or university with a major in business or public administration may be substituted for one (1) year of Specialized Experience.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

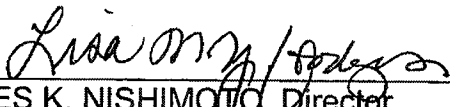
Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the minimum qualification specifications for the classes PUBLIC HOUSING SPECIALIST I and II; and PUBLIC HOUSING SUPERVISOR III, IV, V and VI, which were approved on April 18, 2012.

DATE APPROVED: 2/19/16


for JAMES K. NISHIMOTO, Director
Department of Human Resources Development

State of Hawaii
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
SALARY SCHEDULE

Effective Date: 07/01/2018
Bargaining Unit: 13 Professional and Scientific Employees

		Step C	Step D	Step E	Step F	Step G	Step H	Step I	Step J	Step K	Step L	Step M
SR12	ANN	35,772	37,260	38,760	40,272	41,856	43,536	45,288				
	MON	2,981	3,105	3,230	3,356	3,488	3,628	3,774				
	8HR	137.60	143.28	149.04	154.88	160.96	167.44	174.16				
	HRLY	17.20	17.91	18.63	19.36	20.12	20.93	21.77				
SR13	ANN	37,260	38,760	40,272	41,856	43,536	45,288	47,100				
	MON	3,105	3,230	3,356	3,488	3,628	3,774	3,925				
	8HR	143.28	149.04	154.88	160.96	167.44	174.16	181.12				
	HRLY	17.91	18.63	19.36	20.12	20.93	21.77	22.64				
SR14	ANN	38,760	40,272	41,856	43,536	45,288	47,100	48,948				
	MON	3,230	3,356	3,488	3,628	3,774	3,925	4,079				
	8HR	149.04	154.88	160.96	167.44	174.16	181.12	188.24				
	HRLY	18.63	19.36	20.12	20.93	21.77	22.64	23.53				
SR15	ANN	40,272	41,856	43,536	45,288	47,100	48,948	50,916	52,956			
	MON	3,356	3,488	3,628	3,774	3,925	4,079	4,243	4,413			
	8HR	154.88	160.96	167.44	174.16	181.12	188.24	195.84	203.68			
	HRLY	19.36	20.12	20.93	21.77	22.64	23.53	24.48	25.46			
SR16	ANN	41,856	43,536	45,288	47,100	48,948	50,916	52,956	55,092	57,324	59,616	62,004
	MON	3,488	3,628	3,774	3,925	4,079	4,243	4,413	4,591	4,777	4,968	5,167
	8HR	160.96	167.44	174.16	181.12	188.24	195.84	203.68	211.92	220.48	229.28	238.48
	HRLY	20.12	20.93	21.77	22.64	23.53	24.48	25.46	26.49	27.56	28.66	29.81
SR17	ANN	43,536	45,288	47,100	48,948	50,916	52,956	55,092	57,324	59,616	62,004	64,476
	MON	3,628	3,774	3,925	4,079	4,243	4,413	4,591	4,777	4,968	5,167	5,373
	8HR	167.44	174.16	181.12	188.24	195.84	203.68	211.92	220.48	229.28	238.48	248.00
	HRLY	20.93	21.77	22.64	23.53	24.48	25.46	26.49	27.56	28.66	29.81	31.00
SR18	ANN	45,288	47,100	48,948	50,916	52,956	55,092	57,324	59,616	62,004	64,476	67,044
	MON	3,774	3,925	4,079	4,243	4,413	4,591	4,777	4,968	5,167	5,373	5,587
	8HR	174.16	181.12	188.24	195.84	203.68	211.92	220.48	229.28	238.48	248.00	257.84
	HRLY	21.77	22.64	23.53	24.48	25.46	26.49	27.56	28.66	29.81	31.00	32.23
SR19	ANN	47,100	48,948	50,916	52,956	55,092	57,324	59,616	62,004	64,476	67,044	69,732
	MON	3,925	4,079	4,243	4,413	4,591	4,777	4,968	5,167	5,373	5,587	5,811
	8HR	181.12	188.24	195.84	203.68	211.92	220.48	229.28	238.48	248.00	257.84	268.24
	HRLY	22.64	23.53	24.48	25.46	26.49	27.56	28.66	29.81	31.00	32.23	33.53